

To: Resident Council
Copper Lake Estates
1225 Lakeshore Drive
Edmond, OK 73013

From: Charlie Dean, Resident

Date: January 18, 2016

Subject: Grievance

Ladies and Gentlemen,

On January 13, 2016 I handed a memo to what I believed to be a member of the Resident Council. In the memo I requested information about the Resident Council, and the Food Council, and the Ambassadors. I asked whether these people had email addresses and whether any were Internet literate. I also inquired whether the Resident Council had Bylaws. About a day later a staff member handed me some material. An email exchange ensued. Not being satisfied, I notified the corporate office in Chicago.

As I understand this **grievance procedure** (Correct me if I'm wrong.), you (Council) will discuss this matter at your next scheduled meeting (27th of January), and will offer recommendations to the Executive Director (Lee Holland). The Executive Director will evaluate the recommendations and report to the Council what steps are possible for a solution.

Written documentation of each complaint, investigation, resolution, and follow-up will be maintained by the Executive Director. **I would appreciate a digital copy of this.** If unsatisfied, I may address this matter in writing to the Regional Director of Operations.

This grievance procedure is found in my notebook that Management gave to me upon my moving in; it is more specifically found in the **Resident Handbook, pages 13-14**. I have the RESIDENCY AGREEMENT (2007.5.2I.Revision New Resident) a copy of which was emailed to me prior to my moving in. This is probably not the most recent revision, but it is what I have. Under "9. YOUR RIGHTS AND RESPONSIBILITIES," the Community's Resident Handbook is incorporated by reference as Exhibit D. I do not have "Exhibit D" but perhaps what I do have is close enough for this matter. **I would appreciate digital copies of an up-to-date Resident Handbook and an up-to-date RESIDENCY AGREEMENT.**

I am very blessed: I have most of my mental faculties, I have a computer, I am Internet literate, and I need no assistance to get around. What I am doing here is not so much for myself, as it is for other Residents who are not as fortunate.

I hope to eventually see a constructive relationship with Management.

ATTACHMENT: Two-page correspondence with corporate office in Chicago.

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